

MAKING CHANGES TO SOUTHWEST FLIGHTS IN CONCUR

General Notes

- If possible, make your Southwest changes on Concur as online transactions requiring agent intervention incur a higher service fee.
- Concur (and Southwest) do not charge an exchange fee.
- There is no limit to the number of exchanges possible.
- If the outbound leg is flown, the return flight can still be changed.

Making Changes to Southwest Flights in Concur

To make a change to a Southwest flight, click on the upcoming trip from the **Concur Home Page, Trip Library, or Upcoming Trips** page.

The screenshot displays the Concur Travel interface. At the top, there is a navigation bar with the Concur logo, a 'Travel' tab, and a user profile for 'Wright, Homer J'. Below the navigation bar, the main content area is divided into several sections. On the left, the 'TRIP SEARCH' section includes a search form with fields for 'Departure City' and 'Arrival City', and a 'Search' button. To the right of the search form, the 'ALERTS' section contains a message about signing up for e-receipts. Below the alerts, the 'COMPANY NOTES' section provides a welcome message and contact information for CalTravelStore. At the bottom, the 'TRIPS (1)' section lists a single trip: 'APR 08-09 Trip from Los Angeles to Sacramento'. A red arrow points to this trip entry. The footer of the page includes the TravelStore logo and a link to the 'Company Policy'.

CONCUR Travel

Help

Administer for Wright, Homer J

CA.GOV

<Wright, Homer J>

01 View Trips

TRIP SEARCH

ALERTS

COMPANY NOTES

TRIPS (1)

APR 08-09 Trip from Los Angeles to Sacramento

Company Policy

Travel Policy

Once the itinerary opens, scroll to the flight reservation and click **“Change”** for the segment you would like to change. If you need to change both segments, start by clicking on either one (Concur will allow you to change both segments at once).

CONCUR

Travel

Administer for Wright, Homer J

Help

Travel

Trip Library

Templates

Tools

✓

Finalize Trip

Review Travel Details

Enter Trip Information

Submit Trip Confirmation

Trip Summary

Trip Overview

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)
[Open in Outlook](#)
[View Trip History](#)
[Create Template](#)
[Clone Trip](#)
[Share Trip](#)
[Cancel Entire Trip](#)

Trip Name: Trip from Los Angeles to Sacramento [\(Edit\)](#)

Start Date: Apr 8, 2015

End Date: Apr 9, 2015

Created: Mar 18, 2015, Anthony LaMarca (Modified: Mar 18, 2015)

Description: (No Description Available) [\(Edit\)](#)

Agency Record Locator: MNBWZG

Ticket Number(s): 5262492862545

Passengers: Homer James Wright

Total Estimated Cost: \$98.02 USD [\(Details\)](#)

Add to your Itinerary

Car

Hotel

P

Parking

Reservations

Wednesday, April 8, 2015

✈️

Flight

Los Angeles, CA (LAX) to Sacramento, CA (SMF)

[Change](#) | [Cancel all Air](#)

Southwest 1531

Departure: 06:05 AM

Seat: No seat assignment

Los Angeles Intl (LAX)

Duration: 1 hour, 30 minutes

Nonstop

Arrival: 07:35 AM

Sacramento International (SMF)

Additional Details

Distance: 373 miles

E-Ticket

Emissions: 235.7 lbs CO₂

Cabin: Wanna Get Away (T)

Plan ahead and reserve your airport parking. [See Parking Options](#)

+

[Add to your Itinerary](#)

✈️

Flight

Sacramento, CA (SMF) to Los Angeles, CA (LAX)

[Change](#) | [Cancel all Air](#)

Southwest 639

Departure: 07:00 AM

Seat: No seat assignment

Sacramento International (SMF)

Duration: 1 hour, 25 minutes

Nonstop

Arrival: 08:25 AM

Los Angeles Intl (LAX)

Additional Details

Distance: 373 miles

E-Ticket

Emissions: 235.7 lbs CO₂

Cabin: Wanna Get Away (T)

+

[Add to your Itinerary](#)

Total Estimated Cost

Air

Ticket Number: 5262492862545:

Taxes and fees:

Total Estimated Cost:

\$64.94 USD

\$33.08 USD

\$98.02 USD

Remarks

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT [WWW.SURVEYMONKEY.COM/S/HQHJSPF](#)
CALTRAVELSTORE PHONE NUMBER 877 454-8785
NO HOTELS REQUESTED ON THIS ITINERARY
NO CARS REQUESTED ON THIS ITINERARY
PLEASE PRESENT/RECONFIRM YOUR FREQUENT TRAVELER NUMBER UPON CHECK IN.
SOUTHWEST TICKETS ARE VALID ON SOUTHWEST AIRLINES ONLY.
SOUTHWEST DOES NOT PRE-ASSIGN SEATS
ALL FLIGHTS REQUIRE CHECK IN ONLINE OR AT THE AIRPORT

Click Here
or
Click Here

2

A pop-up window will display to make your desired changes. Modify the date, time, and/or airport. The user can change the outbound flight, the return flight, or both. Select the appropriate box to change the flight segment. In this example, the return flight will be changed to leave at a later time.

Reservations
Wednesday, April 8, 2015

Flight Los Angeles, CA (LAX) to Sacramento, CA (SMF)
Southwest 1531

Change Flight

Make changes to the following flight segments:

☐ Los Angeles Intl (LAX) to Sacramento International (SMF)

☒ Sacramento International (SMF) to Los Angeles Intl (LAX)

From: SMF - Sacramento International - Sacramento

To: LAX - Los Angeles Intl - Los Angeles, CA

Departure: 04/09/2015 dep 07:00 am

± 3

Search Cancel

Confirmation: 83AISZ
Status: Booked directly in Southwest

Departure: 07:00 AM
Seat: No seat assignment
Sacramento International (SMF)
Duration: 1 hour, 25 minutes
Nonstop

After specifying the desired changes in the pop-up window, Concur displays the schedule page (Availability/Fare Quote Page). Choose new flights for the outbound and/or the return flight by clicking the **“Quote for Price”** button. For all ticket changes, select and confirm both the outbound and return flights. You must even select and confirm the original purchased flight that isn’t being adjusted. The ★ icon indicates your original purchased flight.

CONCUR Travel

Travel Trip Library Templates Tools

Trip Summary

Select Flights

Round Trip
LAX - SMF
Outbound: Wed, 04/08/2015
Return: Thu, 04/09/2015

Finalize Trip

Total Estimated Cost
Air USD 98.02
Total USD 98.02

Change Flight Search

Outbound - Wed, Apr 8

Display Settings
Hide Propeller Planes

Airport Filters
Departure
LAX - Los Angeles, CA
Arrival
SMF - Sacramento, CA

Los Angeles Intl, Los Angeles, CA To Sacramento International, Sacramento, CA
Wed, Apr 8 - Thu, Apr 9

Print / Email

Show matrix
Show fare display legend

Baggage Fee Policies

Outbound Return

Los Angeles Intl, Los Angeles, CA - Wed, Apr 8
Displaying: 1 out of 1 results.

	Carrier	Depart	Arrive	Stops	Class	Seat Map
Quote for Price	Southwest #1531	LAX 06:05 am	SMF 07:35 am	0	Economy	
	1h 30m; 235 lbs CO ₂ ; (Southwest)					

Displaying: 1 out of 1 results.

Once you have selected the outbound flight, it appears in a gray box. Select the return flight and click the **“Quote for Price”**. Again, the ★ icon indicates your original purchased flight.

The screenshot shows the Concur Travel interface. On the left, the 'Trip Summary' panel displays 'Select Flights' with a round trip from LAX to SMF, and 'Finalize Trip'. The 'Total Estimated Cost' is USD 98.02. The main area shows the flight selection process for 'Los Angeles Intl, Los Angeles, CA To Sacramento International, Sacramento, CA' on 'Wed, Apr 8 - Thu, Apr 9'. The 'Chosen Carriers' section shows the outbound flight: Southwest #1531, LAX to SMF, 06:05 am to 07:35 am, Economy. The return flight is not yet selected. The 'Quote for Price' button is visible. The 'Baggage Fee Policies' section shows a 1-hour 30-minute layover with 235 lbs CO₂ (Southwest). The 'Return' section shows the return flight: Southwest #1814, SMF to LAX, 05:30 am to 06:50 am, Economy. The 'Quote for Price' button is visible. The 'Display Settings' section shows 'Hide Propeller Planes' and 'Airport Filters'.

Once both segments (outbound and return) have been chosen, they will appear in the gray box. Click on the **“Quote Flight Choices”** button to retrieve the quotes for the selected flights.

The screenshot shows the Concur Travel interface with both outbound and return flights selected. The 'Chosen Carriers' section shows the outbound flight: Southwest #1531, LAX to SMF, 06:05 am to 07:35 am, Economy. The return flight is Southwest #937, SMF to LAX, 08:40 am to 10:00 am, Economy. The 'Quote for Price' button is visible. The 'Baggage Fee Policies' section shows a 1-hour 20-minute layover with 235 lbs CO₂ (Southwest). The 'Return' section shows the return flight: Southwest #1814, SMF to LAX, 05:30 am to 06:50 am, Economy. The 'Quote for Price' button is visible. The 'Display Settings' section shows 'Hide Propeller Planes' and 'Airport Filters'. The 'Quote Flight Choices' button is visible.

Concur will provide the cost difference between the flights. Concur displays the difference in the Airfare Difference row of the summary. Negative values represent a refund; positive values represent additional charges. If the original fare is not refundable, Southwest will save the value in the form of a ticket credit and automatically save this ticket credit in the user's profile.

After reviewing the flight exchange summary, select **"Purchase New Flights"** in order for the exchange to process. Note: If the user clicks Cancel Flight Exchange, the original flights remain unchanged.

The screenshot displays the Concur Travel interface. The top navigation bar includes the Concur logo, a 'Travel' button, and a user profile for 'Wright, Homer J'. Below the navigation bar, the main content area is divided into two sections: 'Trip Summary' and 'Flight Information'.

Trip Summary

- Flights Reserved**
- Round Trip
- LAX - SMF
- Outbound: Wed, 04/08/2015
- Return: Thu, 04/09/2015
- Finalize Trip**

Flight Information

Current Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
Southwest	639	SMF	LAX	Apr 09 07:00 am	Apr 09 08:25 am	T

New Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
Southwest	937	SMF	LAX	Apr 09 08:40 am	Apr 09 10:00 am	M

Exchange details

Original Airfare:	USD98.02
New Airfare:	USD177.00
Airfare Difference:	USD78.98
Forfeited Fare Amount:	0.00
Exchange Fee:	USD0.00
Total Cost of Exchange:	USD78.98

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.

[Cancel Flight Exchange](#) [Purchase New Flights](#)

Click **“Next”** to proceed to the Trip Confirmation Page.

[<< Previous](#)
[Next >>](#)

You have the opportunity to rename or describe the trip, or enter any additional information that may be required by the respective department. Select the **“Finish”** button to complete the change.

CONCUR Travel Help
Administer for Wright, Homer J

Travel Trip Library Templates Tools

Trip Summary

✓ **Finalize Trip**

- ✓ Review Travel Details
- Enter Trip Information**
- Submit Trip Confirmation

Trip Confirmation

Press the "Finish" button to complete your booking and have it processed.

Trip Name:
Trip from Los Angeles to Sacramento

Description:

Send a copy of the confirmation to:

Send my email confirmation as ☒ HTML ☐ Plain-text

Include directions and maps to hotels

☒ Send an email to Wright, Homer

Display Trip << Previous **Finish**

Your itinerary will appear again, this time with the **“Finished!”** message.

CONCUR Travel Help
Administer for Wright, Homer J

Travel Trip Library Templates Tools

Trip Summary

✓ **Finished!**

Finished!

You have successfully booked your trip!

Trip Record Locator : MNBWZG

This trip complies with your travel policy.
Your itinerary has been saved. TSI (State of CA RX0F) will service your itinerary.
Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

Travel Contact Information

Trip Overview

CA.GOV

Trip Name: Trip from Los Angeles to Sacramento
Start Date: Apr 8, 2015
End Date: Apr 9, 2015
Created: Mar 18, 2015, Anthony LaMarca (Modified: Mar 18, 2015)
Description: (No Description Available)
Agency Record Locator: MNBWZG
Ticket Number(s): 5262492870832
Passengers: Homer James Wright
Total Estimated Cost: \$78.98 USD
TSI (State of CA RX0F)

Reservations
Wednesday, April 8, 2015